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ABSTRACT

This booklet is intended to help young people entering the job market devise a plan and strategy for finding, getting, and keeping a job. Introductory materials include a letter (from an employer) to a young person looking for a job and the 10 commandments of job hunting. Other contents are a listing of sources for potential employers, a sample form for keeping records of contacts and followup on leads, guidelines for filling out an employment application form, a listing of major components on job application forms, and an application checklist. Extensive materials on resumes include information on the resume, resume writing techniques, a resume format, a listing of key resume words, a resume checklist, a sample resume, and tips on using a resume. The booklet also contains information on cover letters, a cover letter format, sample cover letter, information on the job interview, a form for researching employers, interview guidelines, sample thank you letter, an interview checklist, and informative material on job attitudes. A bibliography is provided. (YLB)

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FINDING, GETTING, AND KEEPING A JOB

ED269582

Prepared by

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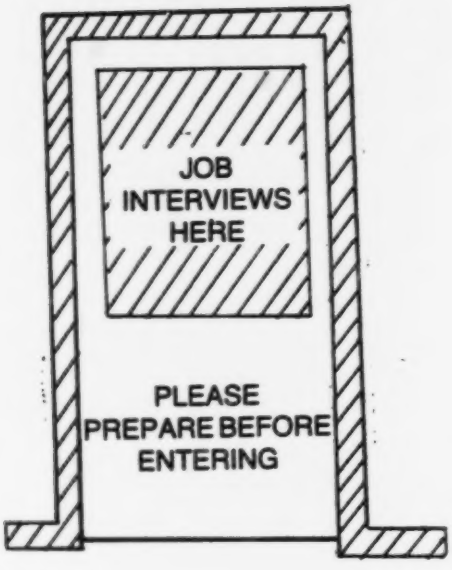
Job Placement Specialist



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FINDING, GETTING, AND KEEPING A JOB

INTRODUCTION

So you are ready to enter the job market!! Good for you!! How you approach the vital job search task is extremely important. You will be developing a life-time method for finding better and more interesting job choices. The U. S. Department of Labor lists over 44,000 job titles now, and by 1987 there may well be 10,000 additional new job titles. The average person entering the work force today will change jobs seven times during his or her working years. This person will change career four to nine times.

Finding and getting a job in today's highly competitive and continually expanding job market demands very definite skills and know-how on the part of the job hunter--particularly when he or she is just getting started in a career. The difference between those who find jobs and those who do not, is not simply a matter of luck. Those who find jobs are successful because they know how to conduct an effective job search. They devise a thorough PLAN. They have a good STRATEGY.

JOB HUNTING TAKES WORK. If you want to find the right job, you must work at it. It may take several weeks of continuous effort. Jobs won't come to you, you have to go to the jobs.

A LETTER TO A YOUNG PERSON LOOKING FOR A JOB

Dear Applicant:

Today you came into my office looking for a job. From your reaction as you left, I suspect this was not the first time you weren't hired. You may think kids do not have a chance to find a job! That's not true. Many companies are hiring young people every day.

I hired a seventeen-year-old person named Pat today. You saw the person; neatly dressed, polished shoes, just generally well-groomed. No special training or experience either, just a good positive attitude. You see, the attitude you present is more important than wearing your favorite old jeans. Pat was willing to take time to learn about our company and our product. Pat also did a good job acting like a mature person. There is plenty of time to wear the old jeans and relax after work!

It is true, managers who are responsible for hiring people may not be real "hep," but they do make the decisions about hiring and firing. Even though some young people may reject our ideals, I have not seen anyone reject the paychecks we sign.

Maybe you should take time to use your dictionary! Look up the word "empathy." Put yourself in my shoes. I'm sorry you feel no one understands you, but I do have a responsibility to my company and its success. I need employees who are enthusiastic and have a good attitude about work. You may have these qualities, but I failed to see them--I saw the "mod" clothes, the "chip" on your shoulder and a bit of rebellion! Wake up! These qualities don't make car payments...

Maybe you should take a look in the mirror and take time to examine your attitudes. Your school record indicates you have a lot of potential. You have some self-evaluating to do before your next job interview. Get your act together!

Employers are searching for young employees. Our country needs its youth. Many people leading our country and businesses in the next 25 years are entering the job market today just like you. For your sake I hope you change your attitude!

The Management

THE TEN COMMANDMENTS
of Job Hunting

I. Thou shalt not be a know—it—all . . .nor a slouch

II. Thou shalt be clean of body and appropriate in dress

III. Thou shalt have no other pals along

IV. Thou shalt not bad—mouth persons or places past

V. Thou shalt not smoke or chew gum

VI. Thou shalt wear shined shoes.

VII. Thou shalt not be greedy—perhaps thou are not worth $3.50 an hour

VIII. Thou shalt be willing to start at the bottom and be eager to work thy way up.

IX. Thou shalt speak and act as if thou hadst learned good manners at home—do this in remembrance of Mom—

X. Above all, thou shalt be courteous, realizing full well that an employer too, is human like thee, he needs to feel accepted.

FINDING JOB OPENINGS

To find job openings you will need to locate employers who are looking for a worker with your qualifications. In the selection of possible employers, you should attempt to obtain a job in an establishment where you will be able to apply and use your interests, abilities, and skills; a company that will offer good wages, good working conditions, opportunity for advancement and regular employment. How do you find these employers? Potential employers can be found through a variety of sources, namely:

1. Friends and relatives - they are known as the "hidden job market."
2. Technical Center Placement Office and your teacher
3. Trade Publications
4. Business and Industrial Directories
5. Civil Service Announcements
   A. Federal - check at your locat post office or write to:
      United States Civil Service Commission, Washington, D.C. 20415
   B. New York State Civil Service - check at the Personnel Offices of the various state agencies in Dutchess County.
   C. Dutchess County Personnel Department, County Office Building - 5th floor, 22 Market Street, Poughkeepsie, NY 12601 - telephone 471-9600
6. Company Personnel offices
7. New York State Department of Labor - Job Service Division, 39 Academy Street, Poughkeepsie, NY 12601 - telephone 471-9600
8. Private Employment Agencies - In most cases, they will charge you a fee.
   Bailey Employment Agency, 6 Raymond Avenue, Poughkeepsie
   Dutchess Temps, 59 Academy Street, Poughkeepsie
   Ethan Allen Personnel Associates, 59 Academy Street, Poughkeepsie
   Exact Personnel Agency, 140A Main Street, Fishkill
   O'Hare Personnel Agency, 11 Market Street, Poughkeepsie
9. Newspaper Help Wanted Advertisements
10. You, the job seeker, can place your own advertisement in the Help Wanted Advertisements under the section entitled "Situation Wanted" or "Employment Wanted."

Since you will be contacting various sources at the same time, you must keep accurate records of your contacts and follow up on leads. Copies of correspondence and advertisements should be kept in your personal job search file. The form that follows will be useful for this record keeping.

RECORD OF CONTACTS

	NAME OF EMPLOYER	ADDRESS	TELEPHONE NO.	PERSON CONTACTED	DATE AND METHOD OF CONTACT	FOLLOW-UP (action to to take-- e.g. additional persons to contact
1.						
2.						
3.						
4.						
5.						
6.						

THE EMPLOYMENT APPLICATION FORM

The Employment Application Form is designed to meet the needs of a particular employer. The form will vary from company to company, but all employment application forms really look for the same basic information that will help an employer make his decision as to whether or not he hires you.

The Employment Application plays a very important part in helping you get the job you desire. How you fill out the Employment Application Form can make the difference between "getting" and "not getting" the job. Filling out the form is a skill in itself. Many people lose jobs before they are interviewed simply because they create a false impression from the looks of the application. A qualified person can lose the job before he is interviewed because he has not stated information that is clear, concise, and slanted toward the employer's needs. Don't sell yourself short. You have the ability but you must put that ability to use.

REMEMBER, THE SECRET OF EMPLOYMENT IS NOT ONLY EDUCATION AND TRAINING, BUT PREPARING YOURSELF TO SELL YOURSELF TO THAT EMPLOYER. THE EMPLOYMENT APPLICATION FORM IS ONE OF YOUR SELLING TOOLS.

SOME GUIDELINES TO FOLLOW

1. READ THE ENTIRE FORM FIRST. Read the entire form from start to finish before you begin to fill in any information on the form. Do not rush. Be sure to read all information. Think about your responses to the requests for information before you complete any item on the form.

2. CHECK THE INSTRUCTIONS TO SEE WHETHER YOU SHOULD PRINT OR WRITE. It must be remembered that on any job a certain amount of penmanship is necessary. If you are unable to express clearly and plainly your ideas or factual information on paper, it may seriously hurt you when applying for a job.

3. CHECK THE INSTRUCTIONS CONCERNING USE OF PEN AND THE COLOR OF INK.

4. NEATNESS. A messy, inaccurate application tells the employer that you aren't interested in obtaining the job, and don't care about impressing him. Would you, as the employer, want someone to work for you that

didn't care about doing a job in the best possible manner? Do not erase or cross out your repsonses. If you mess up the form, ask for another. Plan your answers, making certain that the answers will fit in the space provided (You need to plan how to abbreviate or to write small when the space provided is very limited).

5. SPELL ALL WORDS CORRECTLY

6. FILL IN ALL BLANKS COMPLETELY AND ACCURATELY. If a question does not apply to you, answer it with "Not Applicable," "N/A," "No" or "None." Never leave a question blank or unanswered.

7. PROVIDE ACCURATE AND COMPLETE INFORMATION. It is important that you give accurate information about:
   a. Your home address, telephone number, social security number, and date of birth.
   b. Your education to include names of schools attended, complete address, dates attended, date of graduation, and major course of study.
   c. Former employers to include firm name, complete address, telephone number, name of supervisor, dates employed, job duties, beginning and ending salary, and reason for leaving.

8. BE HONEST. You are presenting yourself to a prospective employer, and the employer has the right to check all the information given on your employment application form.

9. REFERENCES. All application forms will ask for references. You should have three to five good references. You should know the names, complete addresses, telephone numbers, and occupations of your references. A reference is the name of a person that is able and can give an objective written and/or verbal testimonial of you regarding your personal background, education, experience, training, character, and abilities that you possess. You should ask a person permission to use his/her name as a reference before placing it on the application form.

   Who might you use as a reference? It could be a former employer who liked your work, a pastor or minister of your church, a teacher,

principal, guidance counselor, family doctor, dentist or lawyer, businessperson in the community, or a friend of your parents who is working.

References that are not accepted are relatives, members of your own family and friends your own age. It is felt that friends your own age, have not for the most part, established themselves in the world or work. Relatives and members of your own family might give a slanted opinion.

10. SALARY. Most application forms will ask the salary you expect to receive. If you know what the job pays and you are happy to work for that amount, write the figure in the space provided. If you do not know the figure, write "Open for discussion" or "Prevailing wage."

TERMS

SURNAME is your last name.

NEXT OF KIN OR WHOM TO NOTIFY IN CASE OF EMERGENCY is your husband, wife or parents.

SPOUSE is your husband or wife.

NUMBER OF DEPENDENTS is the number of other people (in addition to yourself) who are dependent on you for their support.

SOURCE OF REFERRAL means how you found out about the job opening or decided to apply at the particular firm.

SUBJECT CONCENTRATION, COURSE, PROGRAM OR MAJOR is the type of classes you took at school, the name of the program in which you were enrolled, or the area in which you specialized.

EXTRACURRICULAR ACTIVITIES means any clubs, sports teams or other school activities in which you participated outside of classes.

BONDED. You may be asked if you have ever been bonded. A bond is an insurance policy in which a bonding company guarantees payment to an employer in case the employer loses money because of the dishonesty of an employee.

COMPENSATION CLAIM is receiving money for an on-the-job injury.

MAJOR COMPONENTS ON JOB APPLICATION FORMS

PERSONAL:

1. Name (full)
2. Address (include zip code)
3. Telephone (include area code)
4. Social Security Number
5. Citizenship (or permit to work in this country)
6. By whom referred
7. Position desired (job you are applying for)
8. Qualifications for job desired
9. Salary desired
10. Conviction for serious crimes (felony, refused bond)
11. Physical problems (which interefere with ability to perform job)
12. Relatives or friends now employed by company
13. Date available (to start work)
14. Knowledge of foreign languages
15. License to drive a car
16. Willingness to relocate

EDUCATION:

1. Names of schools attended
2. Dates of attendance
3. Years completed
4. Major field of study
5. Degrees received
6. Class standing
7. Grade average
8. Activities; honors, clubs, out-of-school interest

PREVIOUS EMPLOYMENT:

1. Start with present or most recent
2. Name of company, address, and phone
3. Name of employer or supervisor
4. Nature of work
5. Wage
6. Reason for leaving
7. Don't omit time

MILITARY:

1. Branch of service
2. Dates and period of service
3. Highest rank
4. Type of discharge
5. Main duties in service

REFERENCES:

1. Get permission from reference to use his/her name
2. Don't knowingly use a poor reference
3. Suggestions:
   a. former employer
   b. teacher or counselor who knows you well
   c. pastor
   d. friend or family who is in business
4. Alert reference as to type of job you are seeking and your qualifications.

APPLICATION CHECKLIST

Once you have finished your employment application form, look it over and make believe you are an employer looking it over. Does the application form impress you? Would you be interested in talking with the person? Is it neat and accurate? Would you ask him/her to come in for an interview? REMEMBER THE APPLICATION FORM IS REFLECTING YOU AND GIVES THE EMPLOYER A PRELIMINARY IMPRESSION OF YOU. Make a good impression. You are attempting to sell yourself and all of your qualities.

1. Did you follow directions on the application form?

2. Are your answers neat, clear, and legible?

3. Did you use correct grammar, punctuation, and spelling?

4. Did you spell your references' names correctly, give their complete addresses and telephone numbers?

5. Did you present your qualifications clearly?

6. Are all dates accurate?

7. Have you double-checked the application carefully for any errors or omissions.

Complete the detailed "Employment Application Form" in the left section of the folder and take it with you when you apply for a job.

THE RESUME

The need for qualified and trained employees never ceases in today's highly competitive business world. The supply and demand exists in all occupations whether it be the Secretary, Tool and Die Maker, Accountant, or the Top Executive. The resume is one of the most effective means of bringing together this supply and demand. The importance of the resume in your job search connot be overstated. Your resume must stand out. It should assure a prospective employer that you are the candidate he/she would like to know better---and HIRE.

A resume is a condensed analysis or outline. It shows in short written form the history of your employment, education, and background to date. You present it to an employer for a preliminary evaluation of your qualifications.

You advertise yourself by means of the resume. Your resume should reflect growth and advancement. You must sell your potential value and arouse enough interest to achieve two results:

1. Secure an interview
2. Make that interview successful

Your resume can prepare you for the interview by gathering together in one source critical facts about you that may be expanded on at the appropriate discussion.

When you prepare your resume, remember, it must be one that will be selected from a stack of hundreds. It must highlight your personal strengths and accomplishments. YOU MUST SELL YOURSELF.

RESUME WRITING TECHNIQUES

1. BE BRIEF AND CONCISE - Avoid long words or lengthy sentences. Your resume may not be read if it is too long.

2. BE CLEAR - Do not use vague and general statements. Say exactly what you mean in a simple fashion.

3. BE ACCURATE - Discrepancies in your statements lead to questioning. Truthfulness is the best bet! Remember! You may be checked on what you claim in your resume.

4. BE NEAT - Type your resume. Do not present it in long hand. Be sure there are no erasures or strike outs.

5. BE CORRECT IN YOUR ENGLISH - Use proper spelling and grammar. Do not contradict your education!

6. BE COMPLETE - Avoid abbreviations for company names, dates, and titles. Your resume is too long if you must abbreviate.

7. BE CONSISTENT - Do not switch writing techniques in the middle of your resume. Eliminate using the pronoun "I." If you use a complete sentence such as "Records are posted on a daily basis", do so all the way through the resume. If you use a phrase style such as "Post records daily", do so all the way through the resume.

8. WRITE, REWRITE, AND POLISH - Writing a successful resume requires effort. Hours of careful planning and preparation may be needed to make each word convey your strengths. Eliminate every unnecessary word or phrase and ask others to judge whether your resume clearly sells you.

9. BE ATTRACTIVE - Make your resume visually pleasing. Use underlining and CAPITAL LETTERS to emphasize important items. Leave plenty of "white space" to create a clean, inviting impression.

Suggested DON'TS in preparing the resume:

*Don't include a picture of yourself.
*Don't state religious affiliations.
*Don't list salary objectives or current salary.
*Don't list relatives as references.
*Don't sign or date the resume.

PREPARING YOUR RESUME

There are various styles of resumes but no hard fast rules on which one you should choose. To keep it simple, we are going to use only one style, the chronological resume. The information is organized under the following headings:

*Personal Information
*Career Objective
*Employment History
*Education
*Extra Curricular Activities
*References

RESUME FORMAT

NAME ADDRESS TELEPHONE NUMBER

JOB OBJECTIVE — Be as precise as possible. Tailor your career goal to the position for which you are applying.

EMPLOYMENT HISTORY — Begin with your present position and work back through your earlier experiences. In describing your jobs, include the specific tasks performed, the skills required, the scope of responsibility and any promotions or accomplishments. Employers are interested in evidence of maturity, demonstrated responsibility and significant achievements. If you are a recent graduate, you can state part-time employment during the school year, summer and volunteer work.

EDUCATION

This section should include the names of your schools, starting with the most recent program, major area of concentration, degree or certificate and any scholarships or awards received. Professional certifications, research and relevant continuing education courses should be included. An attached transcript of courses taken and grades received may be helpful.

EXTRA CURRICULAR ACTIVITIES

Involvement in activities beyond the regular routine such as sports, memberships in organizations, fluency in foreign languages and hobbies which provide some clues to your personality and abilities. Include certificates, (eg. swimming, piano) and special skills or training (eg. first aid).

REFERENCES

Include people who can confirm your suitability for the job. Choose your references carefully and make sure that you consult them before using their names. Inform them of the jobs which are of interest to you and ask them if they are able to give you a good recommendation. Include names, titles, organizations, addresses and telephone numbers.

KEY RESUME WORDS

ABILITY
ACADEMIC
ACHIEVE
ADMINISTRATIVE
CAPABILITY
CAPACITY
COMPETENCY
COMPLETE
CONSISTENT
CONTRIBUTION
COORDINATE
CREATIVE
DESIGN
DEMONSTRATE
DEVELOP
DIRECT
EFFECTIVENESS
EFFICIENT
ENLARGE
EQUIP
ESTABLISH
EVIDENCE
EXECUTIVE
EXPAND
EXPERIENCE
FEASIBLE
GUIDE
IMPLEMENT
IMPROVED
INCREASED
INITIATE
INNOVATIVE
INSTRUMENTAL
KNOWLEDGEABLE
MAJOR
MANAGEMENT
MATURE
ORGANIZED
PARTICULARLY
PERFORMANCE
PERTINENT
POSITIVE
POTENTIAL
PRODUCTIVE
PROFESSIONAL
PROFICIENT
PROFITABLE
PROVEN
QUALIFICATIONS
QUALIFIED
QUANTITY
RESOURCEFUL
RESPONSIBLE
SCOPE
SIGNIFICANT
SOUND
SPECIALIZE
SUBSTANTIAL
SUCCESSFUL
THOROUGH
VERSATILE
VIGOROUS

RESUME CHECK LIST

	YES	NO
1. What have you forgotten to put in?		
2. What points need improvement?		
3. Will the employer want to interview you after reading your resume?		
4. Have you shown your past experience to best advantage?		
5. Does your resume depict the REAL YOU?		
6. What would your English teacher think of it? Spelling, grammar, organization, neatness?		
7. Can you support each claim you have made? Is anything exaggerated?		
8. Can any words be eliminated without changing what you want to say?		
9. In reading your resume from an employer's perspective, have you shown how you stand out as a promising potential employee?		
10. Have you been positive throughout?		
11. Have you used the proper terms?		
12. Have you put forth enough effort on your resume to do it as well as you can?		

Your resume will be a "Career Portrait." This portrait will introduce you to a prospective employer. Its aim is to open the door to the job you want. It is an important key to your future. WRITE IT WELL.

MARY R. POSTON
1036 Spring Street
Milwaukee, Wisconsin 53172
(414) 555-3214

JOB OBJECTIVE

Entry-level job as a receptionist or typist leading to a position as an executive secretary.

EDUCATION

1981-1984

Washington High School, Milwaukee, WI
Majored in business training. Graduated June, 1984. Skilled in typing, shorthand, and bookkeeping. Can operate dictaphone, calculator, and mimeograph machine.

WORK EXPERIENCE

1983-1984

Secretarial Assistant, Watkins Insurance Agency, Milwaukee, WI
As a cooperative education student employee, I typed, filed, and operated the telephone and office machines. I also handled some correspondence for the office manager.

Summer 1983

Grill Crewperson, McDonald's Restaurant, Milwaukee, WI
Responsible for cooking and preparing the food and keeping the work area clean.

HONORS AND ACTIVITIES

Member of the Office Education Association for two years. Secretary during senior year.
Member of the Student Council during junior year.
Member of the high school marching band for four years.
4-H member for eight years.

PERSONAL

Age 18. Single. 5'4", 120 lbs. Excellent health.

REFERENCES

Mr. James Mitchell, Cooperative Education Coordinator
Washington High School, 3300 W. Glendale Avenue,
Milwaukee, WI 53180

Ms. Donna Roberts, Office Manager
Watkins Insurance Company, 1122 Market Street,
Milwaukee, WI 53177

Mrs. Jane Schilling, Business Teacher
Ames Business College, 1616 Lakewood Boulevard,
Milwaukee, WI 53170

HOW TO USE YOUR RESUME

Now that you have a good resume, USE IT! Make a careful selection of firms that may be interested in your background and for which you would like to work. Don't be frugal about the number to whom you send the resume. The larger the mailing, the better the number of responses.

Always keep a record of every time you send out your resume and Cover Letter (see page 21). This record will be helpful in preparing your follow-ups and will assure that you have names, dates, etc. in a convenient place.

Always carry copies of your resume when you report for an interview.

Give copies to friends, acquaintances and associates who may be in a position to "hear of something."

COVER LETTER

When responding to an advertisement or writing to inquire if a position exists, use a short, typewritten business letter. The letter, which accompanies your resume, is called a "Cover Letter" or "Letter of Application." Its purpose is to motivate the prospective employer to read your resume and open the door to an interview. You will need to exercise great care in writing a good letter so it achieves worthwhile and positive results. The letter must stand out from the many other cover letters the employer will receive. It must reflect, as far as possible, you and your own personality. It must show that you, the jobseeker, are a solid, sincere, and dependable type of person. The letter must be to the point and excite the employer's interest so he/she will want to meet you. In short it MUST SELL YOU.

IN PREPARING YOUR COVER LETTER:

1. Use good quality bond paper and a standard business letter style (8½ X 11) white paper.
2. Type the letter.
3. Address your letter to a specific person - the person in the company who has the ability to hire you.
4. Keep it brief. The first paragraph should attract attention and convey a sense of self-confidence without appearing aggressive familiar or humorous. You need not cover the same ground as your resume. Your letter should sum up what you have to offer and act as an "introduction card" for your resume. The letter should not be more than one page.
5. State a definite job. Don't say that you want any kind of job.
6. If you are responding to an advertisement, always state the title of the job as advertised, and where and when it was placed.
7. Establish the connection between what you have to offer and the employer's needs by briefly describing some high points of your background.
8. Be sure to refer to your resume. It gives the facts.
9. Always ask for a personal interview. Make arranging the interview as easy as possible for your prospective employer.

10. Make certain that the employer knows how and where he/she can get in contact with you.
11. Make a copy of the letter for your records.

COVER LETTER FORMAT

Your present address
City, State, ZIP Code
Date

Name of Person and Title
Name of Company
Address
City, State, ZIP Code

Dear Mr. :

1st paragraph: Tell why you are writing. Name the position for which you are applying. If you know there's a job opening, explain how you found out about it. For example, if you read about the job in the want ads or one of your teachers told you about the job, mention this in this paragraph.

2nd paragraph: Highlight your qualifications. Briefly explain how your qualifications have prepared you for this job. Make reference to your enclosed resume. Encourage the employer to refer to it for further information about your qualifications.

3rd paragraph: Ask the employer for an interview. Make sure you mention where you may be reached by telephone.

4th paragraph: Include a short concise statement expressing your appreciation for the consideration of your job inquiry.

Very truly yours,

(Your handwritten signature)

Type your name

SAMPLE COVER LETTER

1036 Spring Street
Milwaukee, WI 53172
July 16, 1985

Mr. John Adams
Personnel Manager
Whitaker Publishing Company
1822 W. Meridian Street
Milwaukee, WI 53172

Dear Mr. Adams:

I would like to be considered an applicant for the bookkeeper-sales position which was advertised in the July 15 edition of The Herald Record.

It is my understanding that keeping the store records does not require a full-time bookkeeper; consequently, the person who is employed must be willing to work part-time as a sales person. The combination of duties appeals to me because I hope to work in retailing and this position will allow me to become familiar with two important phases of store work. From the enclosed resume, you will note my high school majors were Accounting and Banking.

I would appreciate an opportunity for a personal interview scheduled at your convenience, and can be reached at telephone 555-3214.

Thank you for your consideration of my application, and I look forward to hearing from you.

Very truly yours,

Mary Poston

enc.

THE JOB INTERVIEW

The employment interview is one of the most important events in a person's experience, because the 20 or 30 minutes spent with the interviewer may determine the entire future course of one's life. Yet interviewers are continually amazed at the number of applicants who drift into job interviews without any apparent preparation and only the vaguest idea of what they are going to say. Their manner says, "Well, here we are." And that's often the end of it, in more ways than one.

The interview is usually the most important step in getting a job. Your application form, resume, letter of application, or telephone call may have caught the employer's attention. But it is the personal interview that will determine if you are offered the job. For the employer, the purpose of an interview is to evaluate the applicant in person. The interviewer wants to find out about your PERSONALITY, YOUR EDUCATION AND TRAINING, YOUR WORK EXPERIENCE, AND YOUR SKILLS. For you the job seeker, the purpose of the interview is to convince the employer that you're the right person to hire for the job. It is your showcase for merchandising your talents. It is your opportunity to convince the employer that you can make a real contribution to the firm. Equally important, it gives you a chance to evaluate the job and the employer. It enables you to decide if the job meets your career needs and interests and whether the employer is of the type and caliber you want to work for.

It takes a little time and effort to prepare fully for a job interview. To prepare for the interview, follow these tips:

- Learn about the employer.
- Make a list of questions to ask the interviewer.
- Decide what to wear and the records to take with you.
- Think about the questions you might be asked.
- Practice for the interview.

LEARN ABOUT THE EMPLOYER - Do some research on the company interviewing you. It will be helpful to know how old the company is, what its products or services are, where its plants, offices, or stores are located, possibilities for growth and expansion, and how its prospects look for the future. This information can

be obtained from one of the company's employees, Company Annual Reports, and library references such as Dunn and Bradstreet's Directory, Moody's Industrial Manual, Standard and Poor's Register of Corporations, and state published business directories. Complete the form on the following page prior to each interview as it will assist you in your basic research of the firm.

RESEARCHING EMPLOYERS

Complete this form for each interview. Information can be obtained through your local library.

INFORMATION FORM

NAME _____

ADDRESS _____

HEAD OFFICE _____

TELEPHONE _____

NUMBER OF EMPLOYEES _____

PRESIDENT/OWNER OF COMPANY _____

PRODUCTS _____

WHO ARE THEIR CUSTOMERS? _____

ANY COMPANY BACKGROUND OR HISTORY _____

HOW LONG HAS THE COMPANY BEEN IN OPERATION _____

DOES THE COMPANY OFFER ANY BENEFITS? _____

DO YOU KNOW ANYONE PERSONALLY WHO WORKS FOR THIS COMPANY? _____

HOW DID THEY GET THEIR JOB? _____

WHAT QUESTIONS WOULD YOU ASK THE EMPLOYER ABOUT THE COMPANY? _____

_____

_____

_____

MAKE A LIST OF QUESTIONS TO ASK THE INTERVIEWER - As you prepare for the interview, write down a few questions you would like to ask the interviewer about the job and the company. Asking questions, like researching the company, shows the employer that you have a serious interest in the firm. You, the applicant, might ask the following questions:

- What will my job duties be?
- How will I be trained for this position?
- With whom will I be working?
- What hours will I be working?
- What are the opportunities for advancement?
- What method of employee evaluation is used?
- Does this company have a promotion from within policy?
- Does this company reimburse employees for job related courses they take at colleges?
- May I see the area where I will be working?

AVOID ASKING QUESTIONS ABOUT THE SALARY AND FRINGE BENEFITS AT THE BEGINNING OF THE INTERVIEW. Before you go to the interview, attempt to determine the prevailing wage rate for the position you are seeking.

DECIDE WHAT TO WEAR AND THE RECORDS TO TAKE WITH YOU - The first thing that makes an impression on the interviewer is your appearance. Your clothes and appearance will influence the employer's impression of you. A guildline you may want to follow when making your selection is: DRESS ONE STEP ABOVE WHAT YOU WOULD WEAR ON THE JOB.

CHECK YOUR DRESS AND GROOMING CAREFULLY

MALES

Hair	Clean, trimmed, no long sideburns.
Face	Clean and shaven.
Teeth	Carefully brushed, in good repair, no unpleasant breath.
Hands	Clean, smooth, nails clean and trim.
Cleanliness	Bath and deodorant and clean underwear.
Suit	Conservative, clean, pressed, brushed, no odor.
Shirt	Freshly laundered, white, no sport style.
Tie	Conservative, clean, neatly tied.
Socks	Clean, conservative, no holes, not white.
Shoes	Well shined, no run-over heels.
Posture	Stand tall, head erect, back straight, stomach flat. No hands in pockets.

FEMALES

Hair	Clean, well brushed. Brush your shoulders after combing.
Face	Moderate make up.
Teeth	Carefully brushed, in good repair, no unpleasant breath.
Hands	Clean and smooth, nails clean and short, light polish, not chipped.
Daintiness	Bath and deodorant and clean underwear daily. Remove underarm hair.
Dress or Suit	Conservative, clean, pressed, no odor. Hemline even. No slip showing.
Stockings	Clean, no runs, no visible hair on legs.
Shoes	Cleaned, polished, medium heel, not run-over.
Posture	Stand tall, head erect, back straight, stomach flat.

GET A GOOD NIGHT'S REST THE NIGHT BEFORE YOUR INTERVIEW.

You should be prepared to take the following items to your interview: an extra copy of your resume, pens (blue and black), pad of paper, social security card, working papers, school transcript, references, birth certificate, and a collection of your work samples if appropriate.

THINK ABOUT THE QUESTIONS YOU MIGHT BE ASKED - During the interview, the interviewer will try to evaluate your interests, your ability to adjust to ever changing circumstances, your potential for growth and development, and DETERMINE IF YOU'RE THE RIGHT PERSON FOR THE JOB. This will be done through questioning and conversation. You should be ready right at the start for at least one surprise question. Interviewers favor one of the following openers:

1. Tell me a story and/or tell me something about yourself?
2. What can I do for you?
3. Why are you interested in this company?

You need to become familiar with these questions, the questions listed below, and think about how you would answer them.

QUESTIONS DURING INTERVIEW

PERSONAL

Tell me a little about yourself.
Do you have any hobbies?
Did you participate in any extra-curricular activities? What were they? Do you think they were worth the time you devoted to them?
Do you prefer to work with others or alone?
How did previous employers treat you?
Is it difficult to get along with people with different backgrounds and interests from your own?
What have you done that shows initiative and willingness to work?
What do you hope to be doing ten years from now?
How do you spend your spare time?
How much money do you hope to be making at age 30?
What have you learned from your past jobs?

What kind of boss do you prefer?
Are you willing to go where the company sends you?
What is your major weakness?

PAST WORK EXPERIENCE

What part-time jobs have you held?
What full-time jobs have you held? What were your duties? Did you like your past job or jobs? Why did you leave?

EDUCATION

How much education do you have?
Have you had any special training?
What courses did you like best? Least? Why?
How did you spend your vacations while in school?
Did you have difficulty getting along with fellow students and/or instructors while attending school?

DIRECT HIRING QUESTIONS

In what type of work are you most interested?
What kind of job do you want?
Are you looking for a permanent or temporary job?
How did you become interested in this field?
Why are you interested in this particular type of job?
What do you know about the company?
Why do you want to work for this company?
What makes you think you are qualified for this job?
What do you have to offer us?
What are the disadvantages in this field?
What job in our company would you choose if you were entirely free to do so?
What are your ideas about salary?

PRACTICE FOR THE INTERVIEW - Role play interviews with friends or family so that you may be a bit more comfortable with talking about yourself. Practice answering the questions, and try to make your answers sound natural and positive. It is

normal to be nervous during the interview. A little nervousness is to be expected; experienced interviewers discount a certain amount of nervousness. Practicing will give you more self-confidence and help you feel more relaxed during the actual interview.

DO'S FOR A JOB INTERVIEW

Arrive 15 minutes early.
Act alert, attentive, interested, and ready to work.
Smile or at least look pleasant.
Speak distinctly.
Show your eagerness by your walk.
Stand up and sit up straight.
Let the interviewer lead the discussion or control interview.
Answer questions directly and truthfully.
Thank him/her when the interview is over.
Give all information requested, even if you think it too personal.
Display documents only when more facts are requested.
Use good English.
Look at the interviewer while he/she questions you.
Sell qualifications rather than need for job.
Be as poised as possible.
Be yourself.
Be natural in your actions.
Be pleasant and natural but business-like.
Be realistic in discussing salary.
Make a written note of time, date, place when asked to call or return for another interview.
Dress appropriately for the job interview.
Be well groomed.
Remove your hat when entering the office.
Display confidence and sureness.
Think positive.

DON'TS FOR A JOB INTERVIEW

DON'T take anyone with you.
DON'T criticize former employers or workers.
DON'T talk about personal, domestic or financial problems unless specifically asked.
DON'T lean or put your hands on the employer's desk.
DON'T sit until you have been invited to do so.
DON'T sprawl in your chair.
DON'T emphasize your need for a job.
DON'T give petty excuses such as: The work was too hard; the people I worked with were not nice.
DON'T mention a salary figure lower than you would be willing to accept.
DON'T ask too many small, unimportant questions.
DON'T call yourself "Mr." or "Miss."
DON'T snow the interviewer under with documents.
DON'T use slang.
DON'T interrupt.
DON'T misrepresent yourself.
DON'T ask about salary, working hours, or vacation policies immediately.
DON'T play with tie, rings or pencils.
DON'T tell jokes.
DON'T be overly friendly.
DON'T talk about irrelevant information.
DON'T be a self-centered "Know-it-all type."
DON'T walk in as if you were on a Sunday Afternoon stroll.
DON'T shake hands like a dead fish.
DON'T think or feel pessimistic.
DON'T go into an interview carrying a lighted cigarette.
DON'T chew gum.
DON'T go in squinting - wear glasses if you need them.
DON'T apply for a job when you have an unpleasant, sniffling cold.
DON'T use scent or greasy "gouck" on your hair and avoid trick mustaches.
DON'T wear lodge emblems, political buttons, or other insignia.

Be aware of signs that your interview is ending. When your interviewer indicates that the interview is over, rise, thank him/her for granting your an

interview, and leave. On the way out, take time to thank the receptionist or secretary whom you met initially.

It is courteous to write a short "thank you letter of appreciation" for the interview. This follow-up letter reminds the employer of your interview and your interest in the job. If the interviewer promised to contact you by a certain date and doesn't, follow up with a telephone call.

SAMPLE THANK YOU LETTER

1036 Spring Street
Milwaukee, WI 53172
July 26, 1985

Mr. John Adams
Personnel Manager
Whitaker Publishing Company
1822 W. Meridian Street
Milwaukee, WI 53172

Dear Mr. Adams:

Thank you for the interview conducted at your office on July 24 regarding the position of Bookkeeper-Sales Person. I would also like to take this opporunity to express my appreciation for the courtesy and consideration extended to me.

I am still very much interested in this position, and the interview increased my enthusiasm for the job. Please advise if your office desires any additional information or clarifying data.

I will be available for additional interviews at your convenience, and look forward to hearing from you.

Very truly yours,

Mary Poston

INTERVIEW CHECK LIST

Use this list to help you with pre-interview planning and follow-up.

*Do your homework on the Company.
*Prepare appropriate questions to ask.
*Prepare for questions you may be asked.
*Dress appropriately and be well groomed.
*Learn directions to interview location.
*Plan to arrive about fifteen minutes early.
*Bring extra copies of your resume.
*Bring work samples where appropriate.
*Shake hands firmly and sit only when asked.
*Be relaxed but look alert and interested.
*Maintain eye contact with the interviewer(s).
*Support your answers with specific examples. Do not over-elaborate.
*Respond concisely.
*Be sure you understand the question before you answer.
*Ask the interviewer if you have given sufficient information.
*Volunteer information only if it is positive and pertinent.
*Allow the interviewer to control the interview.
*Watch for opportunities to sell your skills.
*Be prepared to discuss current salary and salary expectations.
*Avoid using negative terms--substitute "challenge" or "opportunity" for "problem".
*Ask questions that reveal your knowledge of the company.
*Learn to read the interviewer's signals. Close when appropriate and thank the interviewer(s).
*Set a date for follow-up.
*Never forget that your objective is to get a job offer.
*Send a thank you or follow-up letter.

In a survey of 1695 employers, the following reasons were given for rejecting job applicants:

1. Appearance is not suitable for the work they are seeking.
2. Poorly filled out application form.
3. Little interest in or poor reasons for wanting a job.
4. Applicant has a past history of job hopping.
5. Inability of applicant to communicate during the interview.
6. Immaturity
7. The wages asked are unrealistic.
8. Poor projection of personality.
9. Lack of job related skills
10. Overemphasis on money and fringe benefits.
11. Poor school record and attendance.
12. Late for interview without good reason.
13. Taking friends along to interview.

JOB ATTITUDES

Getting a job can be very difficult. Keeping a job can be even more difficult. This is particularly true for a person who is just entering the world of work. After you get your job, you may ask, how can I hold onto this job and not get fired? The answer is simple, simply learn those qualities - ATTITUDES that an employer looks for in employees. Most employees underestimate the importance of positive job attitudes. In the work world, positive job attitudes are viewed in terms of PRODUCTIVITY. Why? Productivity is the key to your future and the future of the company you have joined.

Attitude can be defined as the way you look at your whole environment. You can look at either the pleasant things in life or the unpleasant ones. Some people can push the unpleasant things out of their lives, while others seem to dwell on them. Eddie Guest, a popular poet, said that your thinking - your attitude - can help solve the problem of doing many things or tasks - which originally or in the beginning appear to be disagreeable.

"You can do as much as you think you can,
but you'll never accomplish more.
If you're afraid of yourself, young man,
There's nothing for you in store.
For failure comes from the inside first;
It's there, if you only know it;
and you can win, though you face the worst,
If you feel you're going to do it."

The right work attitude plays a major role in the work world. This is no "either - or" situation when you wish to be successful in your chosen career. To succeed on the job means being given a promotion, more responsibilities, and a pay raise.

The qualities employers expect from their workers are:

A GOOD ATTITUDE

FOLLOWING THE RULES AND REGULATIONS

- Read the Company Handbook
- Be punctual and do not waste time on the job.
- Eliminate unnecessary absences
- Go easy on privileges

TELL THE TRUTH AT ALL TIMES

KEEP A LEARNING ATTITUDE

- Watch closely and pay attention
- Use common sense

PLAN YOUR WORK

DO YOUR JOB THE SUPERVISOR'S WAY

COOPERATE WITH YOUR SUPERVISOR AND CO-WORKERS

- Meet others half way
- Respect the importance of others
- Respect the ideas and ambitions of others

BE LOYAL

BE ENTHUSIASTIC AND RESPONSIBLE

USE GOOD JUDGEMENT

LEARN WHEN AND HOW TO SPEAK UP

USE THE TELEPHONE PROPERLY

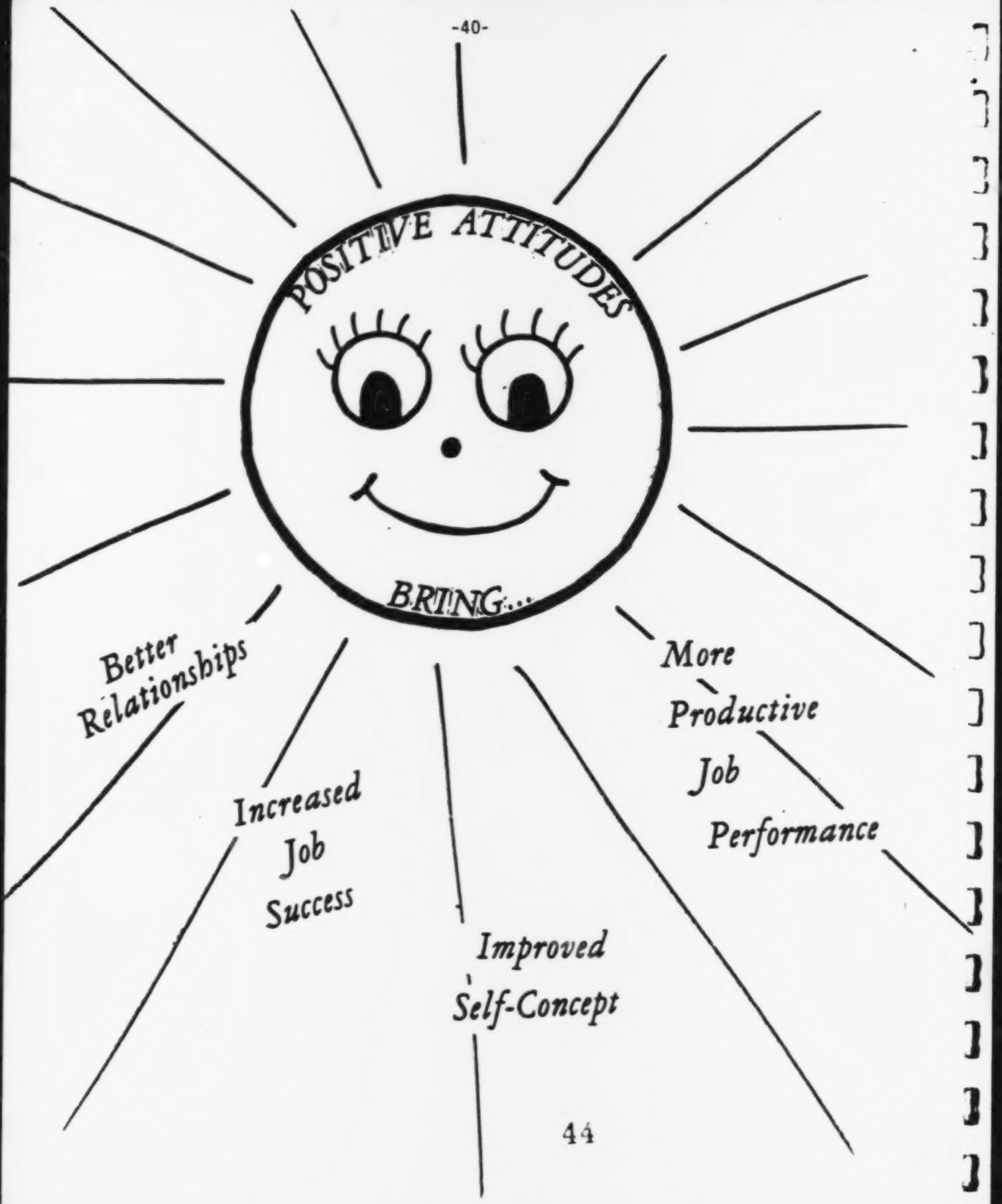
DO MORE THAN THE MINIMUM REQUIRED

INCREASE YOUR EFFICIENCY BY:

- Being neat and orderly
- Concentrating
- Showing initiative

CHALLENGE YOURSELF

INVEST IN FURTHER TRAINING


POSITIVE ATTITUDES
BRING...
Better Relationships
Increased Job Success
Improved Self-Concept
More Productive Job Performance

Laziness

Fearfulness

Jealousy

Selfishness

Tardiness

Dishonesty

Sarcasm

Indifference

WHY PEOPLE LOSE JOBS

Studies show that more workers lose their jobs due to poor character qualities than to lack of skill. Early training can help prevent young workers from committing thoughtless mistakes or acquiring attitudes that lead to job dismissal and dead-end employment.

PERSONALITY WEAKNESSES

1. Avoids responsibility
2. Opinionated
3. Argumentative
4. Discourteous
5. Uncooperative
6. Lack of sense of humor
7. Over or under aggressive
8. Unable to get along with others
9. Sarcastic
10. Moody

OTHER FACTORS

1. Unrealistic wage demands
2. Misrepresentation
3. Disloyalty
4. Leaving job without permission
5. Dishonesty
6. Lack of communication skill

APPEARANCE AND PHYSICAL CONDITION

1. Inappropriate dress
2. Improper make up and grooming
3. Poor physical condition
4. Inattention to personal cleanliness
5. Frequent absence for minor ailments or without cause

WORK HABITS

1. Disregards safety regulations
2. Is prone to accidents
3. Lacks interest in the job
4. Loafs unless closely supervised
5. Unable to apply intelligence to the job
6. Allows outside interests to encroach on the job
7. Lacks confidence and self-reliance
8. Not punctual

All of us have some unique talents we should have confidence in. It is important to be aware of your strengths and to utilize them to the fullest extent in your job search.

GOOD LUCK WITH YOUR JOB SEARCH!

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